

Centrata IT Services Catalog (Reference Implementation)

IT Service Requestor

End User 14
Organizations 123

107 End User

Employee Services

Application Services

Application Environment Services

Compute & Storage Services

Network & Security Services

Telecom Services

Facilities Services

Business Units & IT Operations 22

IT Operations 20

Application Dev. and IT Operations 18

Application Dev. and IT Operations 167

Application Development & Support 147

IT Operations (Support) 247

Application Development & Support 267

IT Datacenter Operations 237

IT Datacenter Operations 307

IT Network Operations 327

IT Telecom Operations 347

IT Service Fulfiller 367

- "New Employee"
- "Move Employee"
- Email Account
- Password reset
- Printer setup
- Desktop computer
- Telephony
- Voicemail
- FAX
- Application Access
- VPN access
- Desktop training

- Financial Apps
- ERP Applications
- CRM Applications
- Decision Support
- Custom Web Apps
- App configuration
- Output Mgt
- Job scheduling
- App support
- App tuning
- App upgrades
- Application training

- Production environment for package apps
- Production environment for custom apps
- Stage environments
- Development environments
- Stress test environments

- App servers
- DB servers
- File servers
- DASD storage
- NAS storage
- Backup
- Cluster config
- Internal servers
- App monitoring
- Sys monitoring
- Storage redundancy

- WAN Routers
- Campus Routers
- Core Switches
- LAN Switches
- Firewalls
- DNS Servers
- Directory Servs.
- Intrusion detect
- VLAN/RAS
- Authentication
- ISP Access
- Bandwidth

- PBX
- Voicemail
- VoIP
- Phones
- Calling Cards
- Audio conference
- Video Conferencing
- Voice network
- Carrier connection

- Office setup
- Office moves
- Datacenter setup
- Datacenter relocation
- Space mgt
- Physical disaster recovery

CEN-002
002-10
002-20
AS FILED

FIG. 1

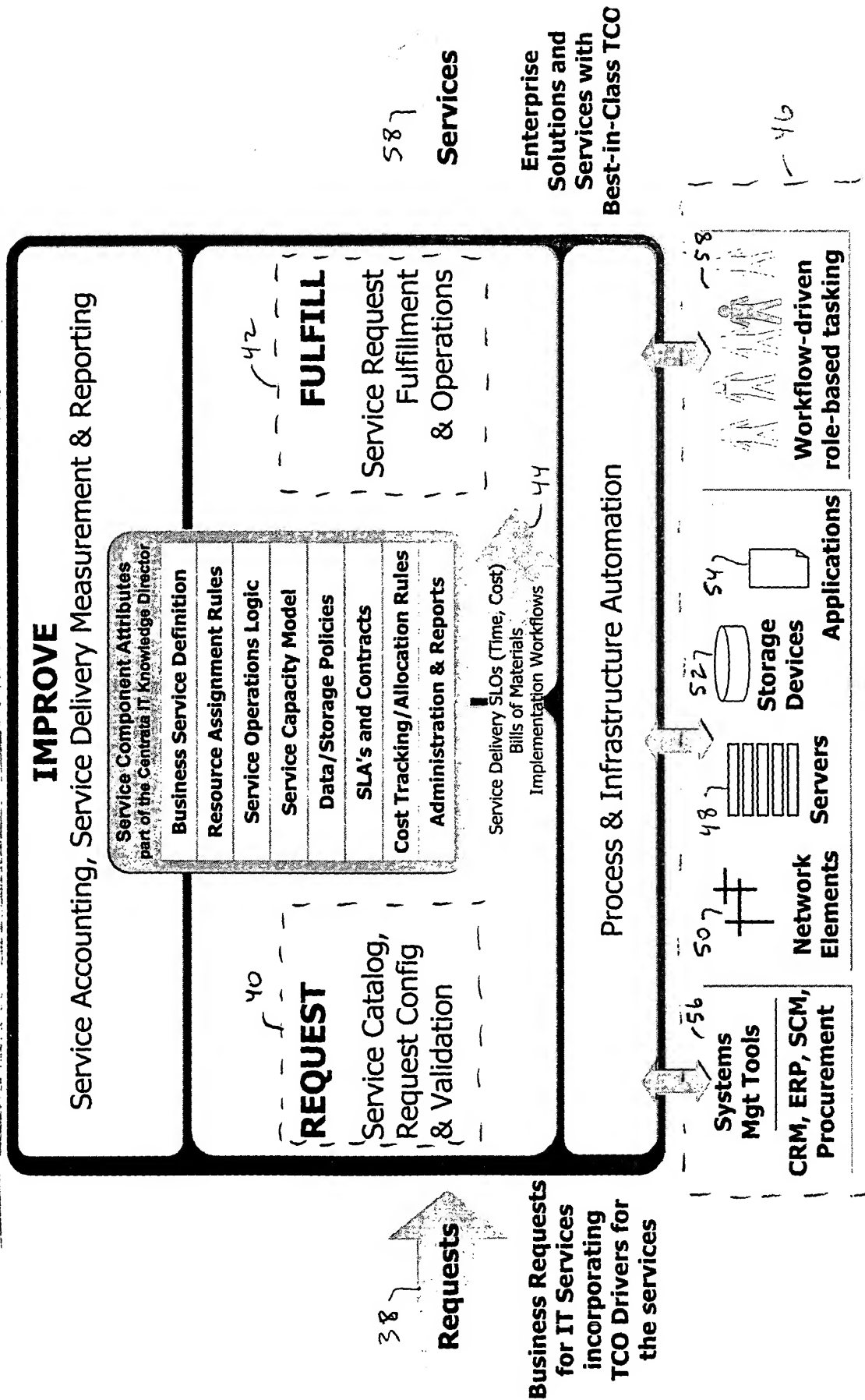
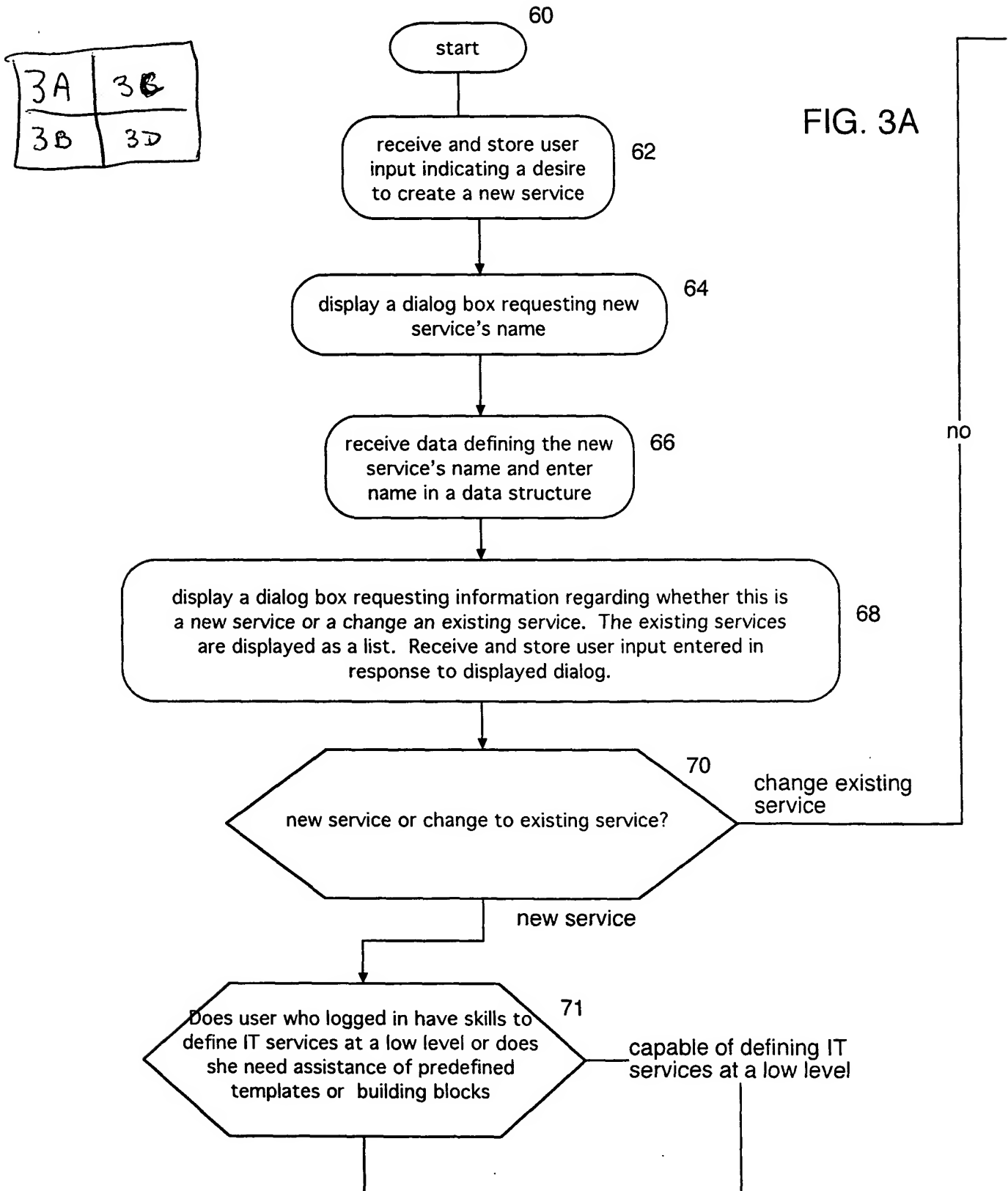


FIG. 2

PROCESS CARRIED OUT BY A COMPUTER TO INTERACT WITH AN IT PROFESSIONAL
TO BUILD A SERVICE CATALOG



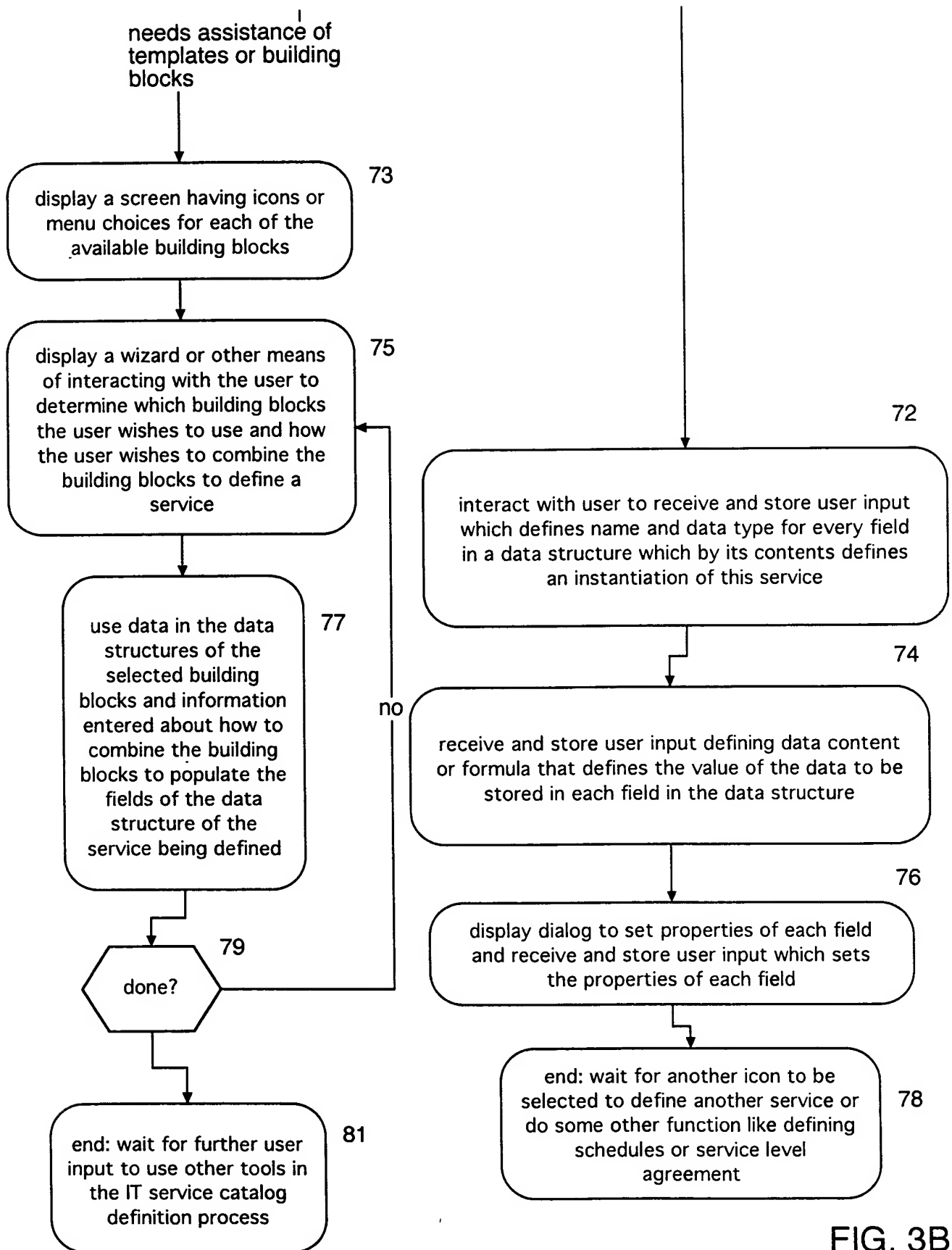
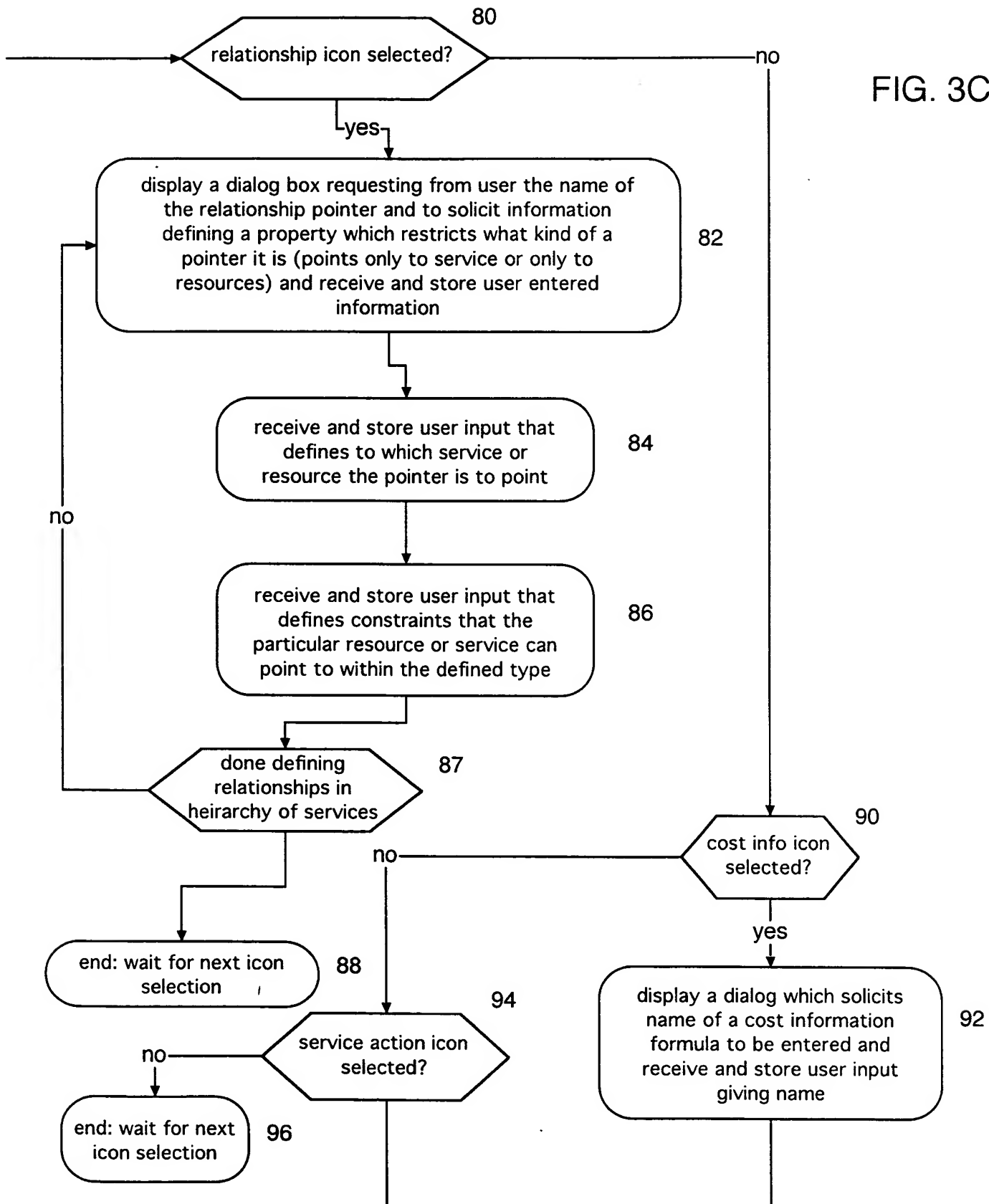


FIG. 3B

FIG. 3C



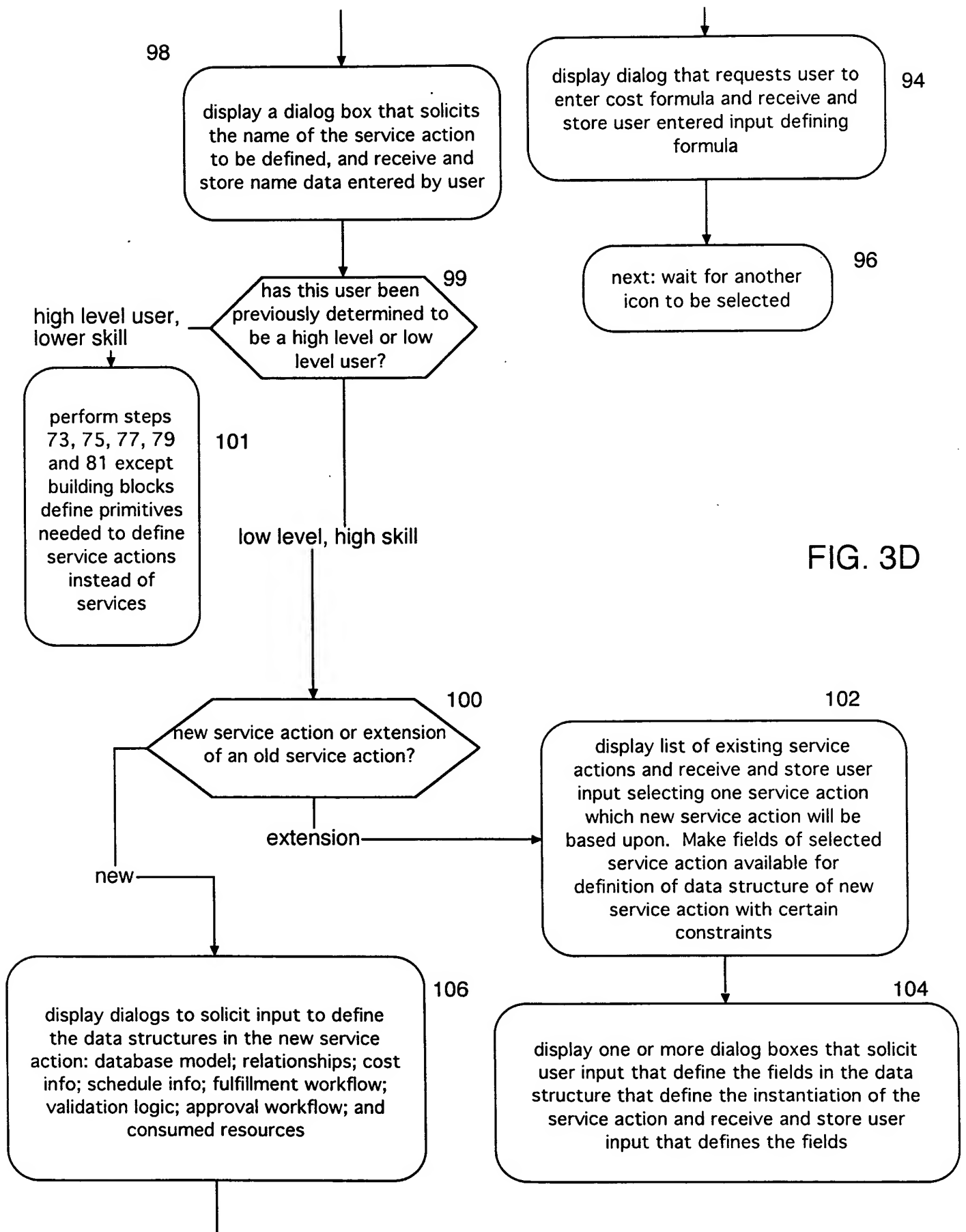


FIG. 3D

IT Service Requestor

End User
End User Organizations

Application Services

Application Environment Services

Compute & Storage Services

Network & Security Services

Telecom Services

IT Operations (Support)

Application Development & Support

IT Datacenter Operations

IT Datacenter Operations

IT Network Operations

IT Telecom Operations

IT Operations

IT Service Fulfiller

Business Units & IT Operations

IT Operations

Application Dev. and IT Operations

Application Dev. and IT Operations

Application Development & Support

Facilities Services

Telecom Services

Network & Security Services

Compute & Storage Services

Application Environment Services

Service Attributes in the Central IT Services Model

IT Attributes

Business Service Definition
Deployment Service Definition
Resource Assignment Rules
Data/Storage Policies
Service Capacity Model

Business Attributes

Service Governance Processes
Service Actions and Service Operations Logic
SLA's and Contracts
Service Pricing / Cost Tracking/Allocation Rules
Service Metrics & Reports

FIG. 4

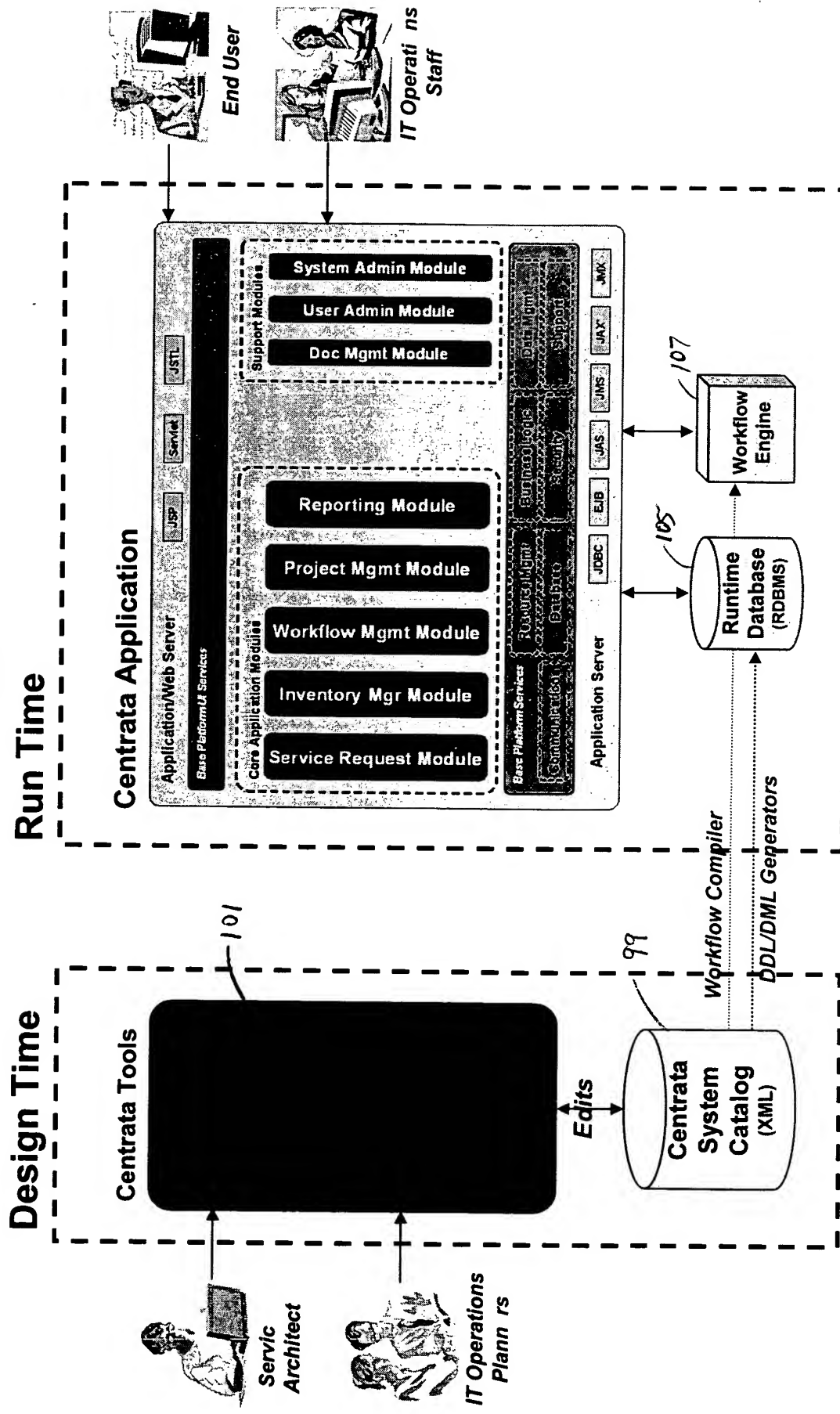
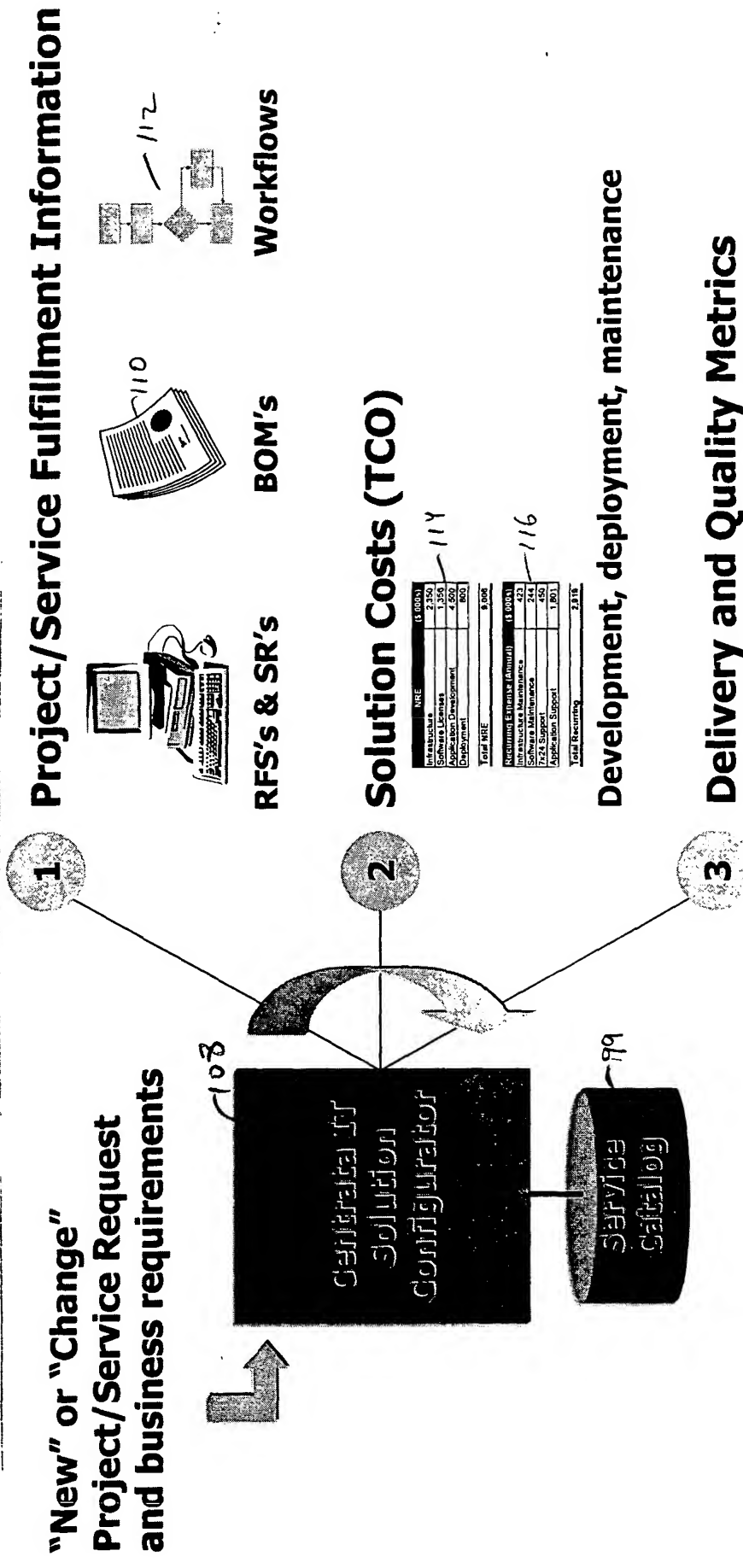


FIG. 5



- Solution request configuration process is iterative
 - Each output type can be fine-tuned by changing request configuration parameters
- Side-by-side comparisons of alternative configurations and their associated cost & risk profiles are provided

F-16.6

CONFIGURATION PROCESS TO RECEIVE AND VALIDATE USER REQUESTS FOR
IT SERVICES AND CONVERT THEM TO SPECIFICATIONS
FOR A FULFILLMENT PROCESS

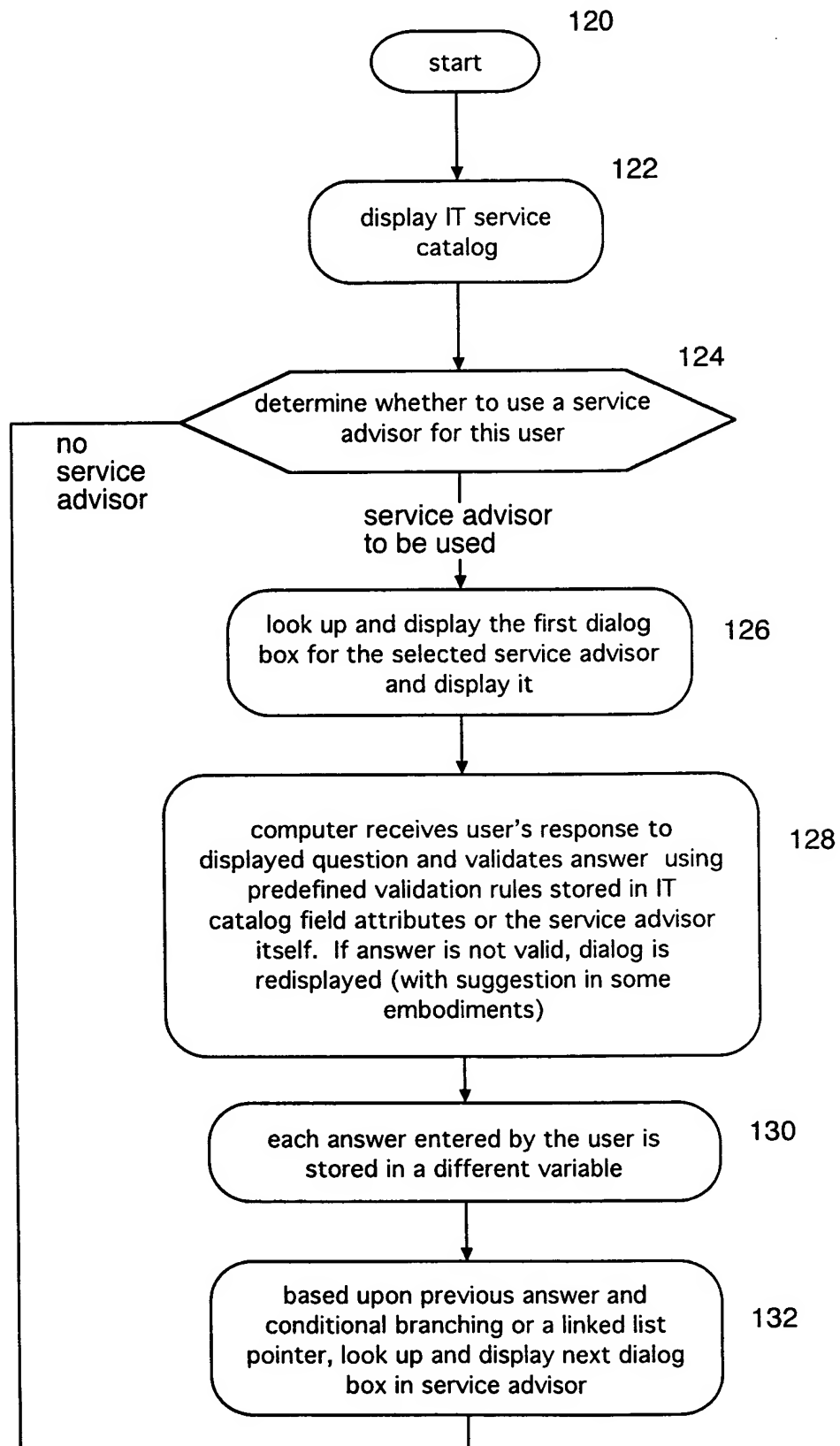
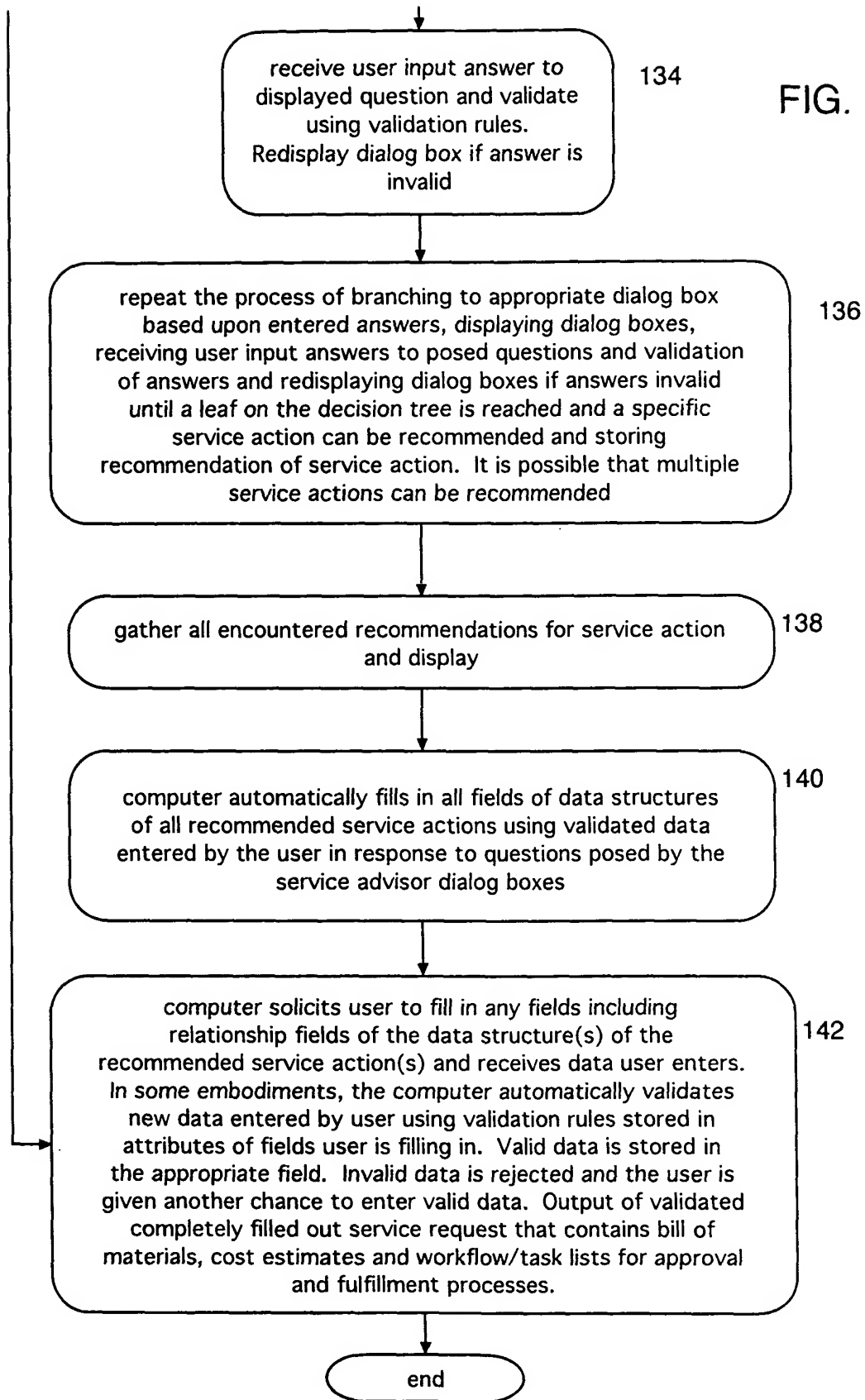


FIG. 7A

FIG. 7B



THRESHOLD APPROVAL PROCESS TO OBTAIN MANAGEMENT APPROVAL
FOLLOWED BY FULFILLMENT PROCESS TO GENERATE WORKFLOWS TO BRING
INSTANCE OF REQUESTED SERVICE INTO EXISTENCE

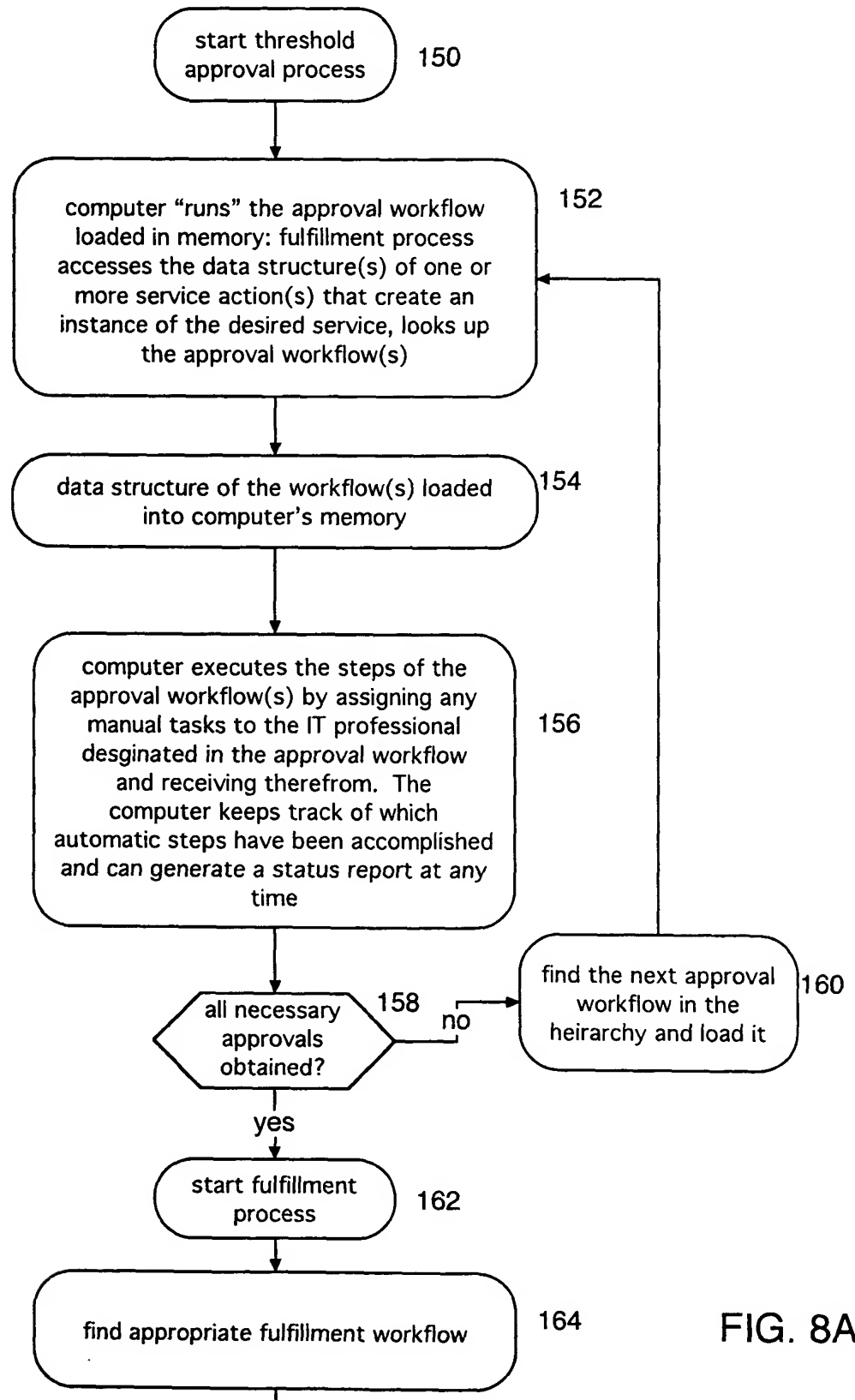


FIG. 8A

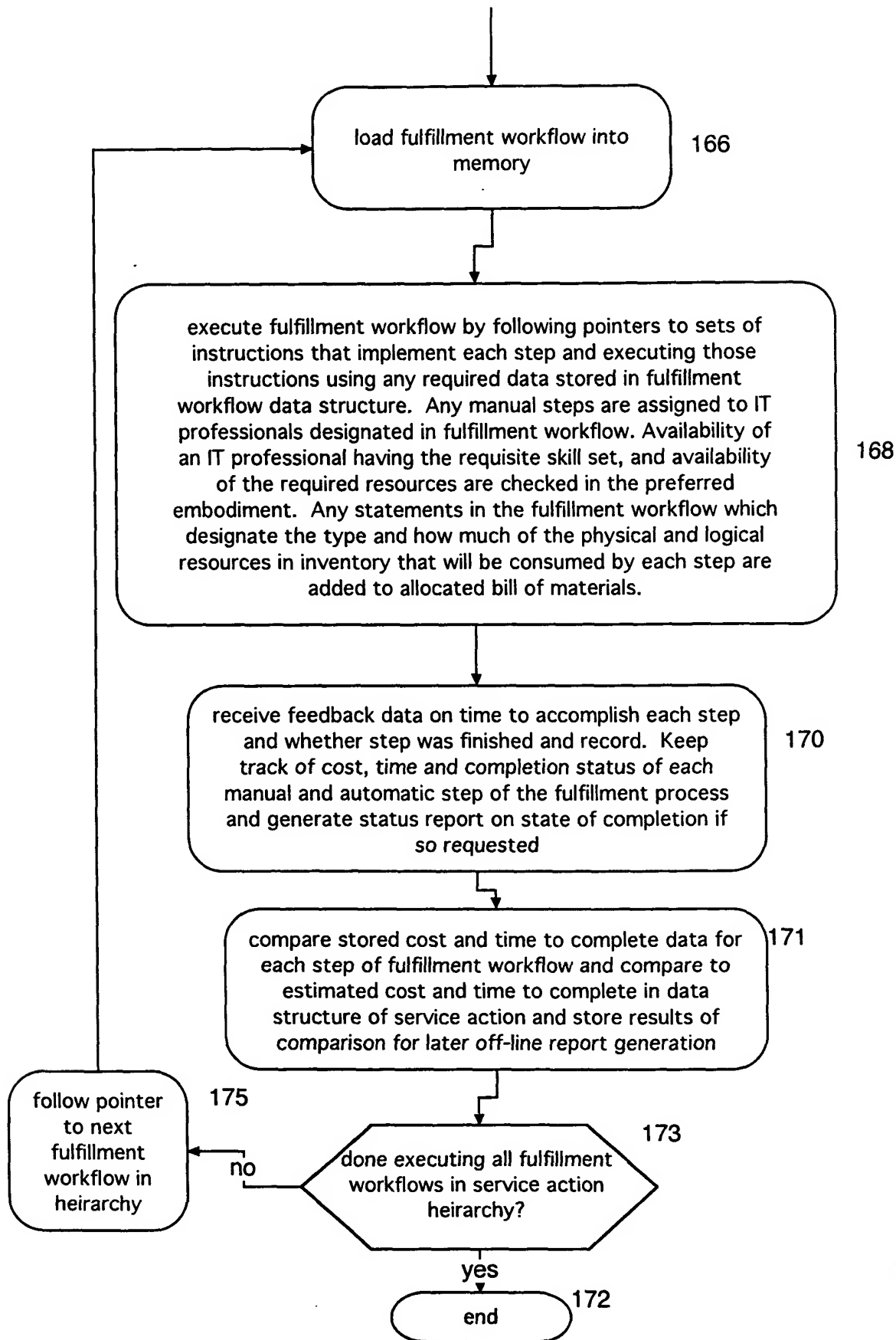


FIG. 8B